

Due to the growing restrictions being implemented throughout the State of Maryland and Montgomery County in response to COVID-19, the Car Seat Program is making the following temporary changes. These changes are efforts to ensure the health, safety, and welfare of the car seat technicians, caregivers, and the general public. Other changes may become necessary over time and will be posted on this website. Here are the current changes to the program:

1. We are suspending all car seat events/appointments until further notice.
2. We continue to accept appointments for car seat events that will take place in May. However, be advised that we do not know when the suspension will be lifted as circumstances may prolong the suspension period. Caregivers can go to <https://apps.montgomerycountymd.gov/FRSCarSeat/> to see availability and reserve an appointment.
3. We are now able to offer a **Video Car Seat Assistance Program** using a video chat app. This Video Car Seat Assistance Program is intended to help answer your car seat and/or vehicle questions and is not intended as a substitution for an in-person car seat inspection by a nationally certified child passenger safety technician. Video Car Seat Assistance Program is limited in its scope and staff cannot fully evaluate the quality, safety, or condition of your car seat or the vehicle seat, safety belts, or any component of the vehicle.

Appointments will be approximately 30 minutes long. We will connect via a video chat app such as Google Hangouts, Facetime, Skype, WhatsApp, or Zoom. Further instructions will be provided if you decide to use the Video Car Seat Assistance Program.

If you are interested in this program, we have created a new appointment schedule for the next two weeks. The link to sign up for the weeks of April 13th and April 20th is located here:

<https://www.signupgenius.com/go/9040844A9AB2BA2FF2-video2>

4. If you have questions regarding child passenger safety, need to make an appointment by phone, or have other general questions, please call 240-777-2223. If Car Seat Program staff is not available to answer your call, please leave a message and we will return your call.

Here are some additional options that are available to assist you with installing your car seat:

- a. Go to your car seat manufacturer's website and view their videos on how to install their car seat. **Below are links to some of the leading car seat manufacturer's websites. Some of these manufacturers offer video chat installation capabilities.**
- b. You can call the car seat manufacturer's Customer Service hotline. Be advised that those hotlines are open during regular business hours.
- c. Maryland Kids in Safety Seats (MD KISS) also provides valuable resources including video car seat installation. Visit www.mdkiss.org.
- d. Visit <https://www.nhtsa.gov/equipment/car-seats-and-booster-seats#install-instructions> for videos on basic installation instructions.

- e. Visit <https://www.chop.edu/centers-programs/car-seat-safety-kids> for videos on basic installation instructions. This site is from the Children's Hospital of Philadelphia (CHOP).
- f. Visit <https://www.buckleupforlife.org/car-seat-101/how-to-install/> for videos on basic installation instructions. This site is from Buckle Up for Life, a national child passenger safety education program housed within the Cincinnati Children's Hospital Medical Center.
- g. Visit <https://thecarseatlady.com/> an up-to-date site maintained by Pediatrician and Child Passenger Safety Instructor Alisa Baer. The site contains videos, articles and tips/tricks for car seat usage and installation.

Video and/or video chat information for some car seat manufacturers.

For a more detailed list of car seat manufacturers, please go to Maryland Kids in Safety Seats' (MD KISS) website and click on the link to their website resource list found under #4 at www.mdkiss.org.

Britax: <https://us.britax.com/car-seats/>. Scroll to the bottom of the page. Under "Customer Service" there are links to videos and you can schedule a video chat.

Chicco: <https://www.chiccousa.com/product-video-page/product-videos.html> to view install videos.

Diono: <https://www.diono.com/us/faqs/> and click on the Video Installation tab.

Evenflo: They have their own YouTube channel or go to <https://www.evenflo.com/#>. Click on "Support" and under "Parent Link" you can click on "Live Video Install Support" to schedule a video chat. dropdown menu plus they have their own

Graco: <https://www.gracobaby.com/en-US/safety>. Scroll down to view videos.

Maxi-Cosi: <https://www.maxicosi.com/us-en/contact-us>

UPPAbaby: <https://www.youtube.com/user/UPPAbabyCo/videos>